

Complaint Tracking for NC (06/01/2010-5/31/2011). Total Customer Contacts: 31

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/22/10	Accuracy of captions	07/02/10	Customer's daughter reported errors in the captions with no corrections made. Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. Customer had no specific call to report so Customer Service Representative suggested customer document the date, time and Communications Assistant's number for any future calls to allow us to take specific action with the Communication Assistant captioning the call. Customer Service Representative attempted to follow-up with customer but did not reach them.
2	08/12/10	TTY customer reports the operator did not read what she typed. Customer typed figs but the operator said steak. The customer cannot understand how a Relay operator could make that kind of mistake. Customer Service Representative apologized for the problem encountered and advised that Relay operators are supposed to spell words they do not know. Customer requests follow up contact via TTY	08/12/10	Supervisor spoke with agent and he does not remember a call with this type of verbiage. Operator said he is very diligent about saying what is typed and will continue to do his best. Supervisor reminded operator the importance of saying exactly what is typed and if they do not understand what is being said, to please question the customer.
3	08/14/10	Customer called into Relay service to dial a business recording. Operator who handled called did not type out the name of the business and only kept typing the recording that was playing and then disconnected the outbound line. When customer asked the Operator, to redial the number, to type out entire recording, they then disconnected the line. Customer Service Representative apologized for Operator's conduct and took down complaint to be passed on to operators supervisor. Customer would like a return email following up on this complaint to make sure that issue has been addressed and does not happen again.	08/14/10	Team Leader met with Operator. Operator did type recording per customer request. However, the caller wanted options pressed. As Operator redialed to press options she informed caller the recording was playing, and after each option pressed typed the next options and by the time TTY responded the recording hung up. Per procedure, Operator redialed and informed caller of each time of the recording playing and pressed options as they came up per customer direction. Per Operator, at time of call, customer upset about not getting through to the business. Supervisor sent follow-up e-mail to customer. Supervisor waiting for Operator to return to work to meet with them, hopefully, by Friday 8/20/2010.
4	08/25/10	Voice Carry-Over customer was not satisfied and stated this Operator did not do a good job typing. Customer provided phone number for follow up call.	08/25/10	This supervisor assisted on this call. Regarding the bad spelling - as Operator observed the screen, they saw one word that had one extra vowel in it and that was it for spelling errors. Other complaints were very nonspecific and hard to address. Operator stated she did follow customer instructions by disabling turbo and decreasing typing speed. Operator also witnessed this as the typing speed was decreased.
5	10/01/10	Technical - General	10/05/10	Customer reported specific phone call during which several zeroes appeared on the screen followed by a message indicating technical difficulty at the station. Customer Service Representative apologized for the incidence and thanked customer for the feedback. Customer Service Representative explained that this was caused by a technical difficulty at the Communication Assistant station. Call detail was shared with Call Center management, for follow up with the Communication Assistant, by the Communication Assistant's supervisor, to make sure customer is aware of any difficulties that may arise.
6	12/20/10	Technical - General	12/21/10	Customer called and said that she could not get captions on the CapTel phone and was getting captioning service is ringing. Customer Service Representative apologized for this experience and noted there was technical difficulty, at the Call Center, causing calls to be placed in queue and experiencing unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.
7	12/20/10	Technical - General	12/21/10	Customer reported captioning line is ringing message that hung up on screen. Customer Service Representative advised customer that this was caused by technical difficulty, at the call center. Customer Service Representative apologized for this experience and noted that the technical difficulty, at the Call Center, was causing calls to be placed in queue and experiencing unusually long wait times, during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.
8	12/20/10	Technical - General	12/21/10	Customer's daughter reported the need to wait for an operator when attempting to make a captioned call. Customer Service Representative advised customer that this was caused by technical difficulty, at the call center. Customer Service Representative apologized for this experience and noted that the technical difficulty, at the Call Center, was causing calls to be placed in queue and experiencing unusually long wait times, during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.
9	12/20/10	Technical - General	12/21/10	Customer's son reported that customer is seeing "Waiting for CapTel operator" on the CapTel display. Customer Service Representative advised customer that this was caused by technical difficulty, at the call center. Customer Service Representative apologized for this experience and noted that the technical difficulty, at the Call Center, was causing calls to be placed in queue and experiencing unusually long wait times, during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.
10	12/20/10	Technical - General	12/21/10	Customer reported caption line is ringing on their CapTel screen. Customer Service Representative advised customer that this was caused by technical difficulty, at the call center. Customer Service Representative apologized for this experience and noted that the technical difficulty, at the Call Center, was causing calls to be placed in queue and experiencing unusually long wait times, during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.
11	12/20/10	Technical - General	12/20/10	Customer reported the need to wait for a captionist when attempting to make a captioned call. Customer Service Representative advised customer that this was caused by technical difficulty, at the call center. Customer Service Representative apologized for this experience and noted that the technical difficulty, at the Call Center, was causing calls to be placed in queue and experiencing unusually long wait times, during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.
12	12/21/10	Technical - General	12/22/10	Customer's friend reported that the CapTel user was unable to connect with captions in the evening of 12/20/2010. Customer Service Representative advised customer that this was caused by technical difficulty, at the call center. Customer Service Representative apologized for this experience and noted that the technical difficulty, at the Call Center, was causing calls to be placed in queue and experiencing unusually long wait times, during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.

13	12/21/10	Technical - General	12/21/10	<p>Caller reported that customer could not get captions on 12/20/2010. Customer Service Representative advised customer that this was caused by technical difficulty, at the call center. Customer Service Representative apologized for this experience and noted that the technical difficulty, at the Call Center, was causing calls to be placed in queue and experiencing unusually long wait times, during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.</p>
14	12/22/10	Technical - General	12/23/10	<p>Customer reported no captions on their CapTel. Customer Service Representative advised customer that this was caused by technical difficulty, at the call center. Customer Service Representative apologized for this experience and noted that the technical difficulty, at the Call Center, was causing calls to be placed in queue and experiencing unusually long wait times, during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.</p>
15	02/02/11	Service - General	02/02/11	<p>Customer reported seeing "CapTel line is ringing" on her screen, but no captions. Customer Service Representative advised customer, that on 2/2/2011, CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down, in both cities and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner.</p>
16	02/02/11	Service - General	02/02/11	<p>Customer reported seeing "Captioning Service is Ringing" when trying to place calls. Customer Service Representative advised customer, that on 2/2/2011, CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down, in both cities and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner.</p>
17	02/02/11	Service - General	02/02/11	<p>Customer inquired if the CapTel service was down due to the storm. Customer Service Representative advised customer, that on 2/2/2011, CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down, in both cities and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner.</p>
18	02/02/11	Service - General	02/02/11	<p>Customer's daughter stated they were seeing "Caption line is ringing". Customer Service Representative advised customer, that on 2/2/2011, CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down, in both cities and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner.</p>
19	02/02/11	Service - General	02/02/11	<p>Customer reported "Captioning Service is Ringing" when trying to place calls. Customer Service Representative advised customer, that on 2/2/2011, CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down, in both cities and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner.</p>
20	02/02/11	Service - General	02/02/11	<p>Customer reported seeing "Captioning Service is Ringing" when trying to place calls. Customer Service Representative advised customer, that on 2/2/2011, CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down, in both cities and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner.</p>
21	02/02/11	Service - General	02/02/11	<p>Customer reported being unable to connect with captions on 2/2/2011 on her 2-Line CapTel at work. Customer Service Representative advised customer, that on 2/2/2011, CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down, in both cities and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner.</p>

22	02/02/11	Service - General	02/02/11	Customer reported having issues with her CapTel phone. Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make
23	02/02/11	Service - General	02/02/11	Customer's helper reported seeing "Waiting for CapTel Operator" when trying to place calls. Customer Service Representative advised customer, that on 2/2/2011, CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down, in both cities and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner.
24	02/02/11	Service - General	02/02/11	Customer reported display showed "Caption Service is Ringing" when trying to place calls. Customer Service Representative advised customer, that on 2/2/2011, CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down, in both cities and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner.
25	02/03/11	Service - General	02/03/11	Customer reported that on 2/2/2011 they were experiencing a longer than normal wait for a captionist. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down, in both cities and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner.
26	02/03/11	Service - General	02/03/11	Customer reported seeing "Waiting for CapTel Operator" when trying to place calls. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down, in both cities and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner.
27	02/03/11	Service - General	02/03/11	Customer reported on 2/2/2011 she saw "caption line is ringing" and her calls were not connecting to captions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available captionist. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down, in both cities and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner.
28	03/14/11	The Operator paused, a lot, when typing the voice person's message. The Operator told the voice person she "could not understand her dialect". The Voice Carry-Over customer said her voice party felt insulted and thought it unprofessional. The Voice Carry-Over customer said she was left with long pauses, in between the typing, and felt uninformed as to what was occurring. Voice Carry-Over customer decided to hang up and get another operator. Customer Service Representative apologized to the customer and informed her the operator would be coached. Customer would like a follow up call.	03/14/11	Customer Service Representative coached Operator on protocol, in responding to inability, to understand consumer. Consumer was notified that the operator got coached and was satisfied.
29	03/24/11	Caller said agent was receiving the messages, but not relaying them. Caller asked agent if she was receiving messages, agent said yes. Caller said another agent took over the call and the party, she had called, hung up so caller was unable to complete her call. Customer Service Representative apologized to the caller for the problem. Caller requesting follow-up to know what happened on her call.	03/24/11	The agent did not remember an event of this nature, however, the agent demonstrated knowledge of appropriate phrasing when responding to customers under similar circumstances. At 7:50am, the customer was contacted. I explained the agent was discussed on proper protocol with this issue and apologized for the inconvenience. The customer was very understanding and thankful for the follow up.
30	05/23/11	Technical - General	05/23/11	State program representative reported an inability to dial out from the CapTel phone. After further investigation determined the customer's area code/dialing prefix combination was not being recognized in the system as a valid number. Tech support added a new area code/prefix combination to the system database allowing the customer to successfully complete a captioned call through the CapTel Service.
31	05/24/11	Customer states that she cannot get through to a friend using relay service. Relay Customer Service response; apologized for the problem and assured that a trouble ticket would be turned in with the problem stated. Customer did request follow up when the problem is fixed	05/24/11	Operator and Account Manager contacted the customers several times. The customer cannot be reached. No further action.